From: Lionel.B.Dyck@kp.org@inetgw

To: Microsoft ATR **Date:** 11/20/01 2:49pm

Subject: Comments on the AntiTrust Case

I would strongly encourage you to consider that Microsoft has inflicted significant pain and abuse on the office and home pc user over the past 20 years. They have incorporated features and functions into their base operating system which they made available for free and which caused other vendors of retail software that competed to go out of business (or they were basically forced to sell to Microsoft). They have mislead business partners and their customers (reference what Microsoft did to OS/2 for example).

Any settlement must include a brick wall between the operating system, applications, and web divisions of Microsoft and there must be monitors in place with sufficient authority to correct abuses.

These comments are my own and do not necessarily reflect the views of Kaiser Permanente Information Technology.

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